

Courier

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One man's mission grows

Bill Dunn is the senior director at James Lee Community Center. He also is a military veteran, having

returned this past winter from Iraq where he was deployed with the Army Reserve 299th Engineer Company from Fort Belvoir. He has stories – some uplifting and some not so good – but most importantly, he has energy that he is directing in a wonderful project of outreach: Project We Care.

“When I came back from Iraq, I wanted to help those who are still there,” said Dunn.

“Having just lived through some unbelievable experiences, I knew how important it is that our troops know we are thinking of

them. Something as simple as a letter or postcard can really lift

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Bill Dunn with some of the donations.

Pay for Performance panel recruiting new members

One of the strengths of the county's system of evaluating personal performance is the opportunity for employees to have evaluations they feel are unfair reviewed by a Pay for Performance appeals panel. The Alternative Dispute Resolution/Mediation and Appeals Office is looking for county employees who can serve on these panels.

The Performance Management System established an evaluation appeals process as a way for employees to challenge the

numerical rating received on their annual evaluations. Numerical ratings are an important part of the way of determining an employee's total compensation.

An appeal reviewed by a panel is intended as a simple, efficient approach to resolving disagreements of individual on-the-job performance rating elements. Panels hear only cases that could result in a change in percentage salary changes.

Appeal panels consist of three members:

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Care Packages, from page 1

morale.” So Dunn started the Project We Care campaign within his own Department of Community and Recreation Services to provide letters, postcards and much more.

And the ripple effect has been great.

Dunn’s concept is very simple. He encourages offices to build a box or a “care package” of items that the troops want most. Then, when the box is completed, the office can either bring the box to him at the James Lee Community Center or call him for a contact address in Iraq and mail the box. “It costs about a dollar a pound to mail a box,” said Dunn, who pointed out that FedEx has been supportive of shipping some of the boxes. Those who can’t accumulate items for a care package can support the project by mailing a box that’s already prepared. (Sorry, no cash or financial contributions can be

accepted at this time).

Dunn provides the contact names from his

unit which is still deployed in Iraq. Through e-mail, he keeps in touch with the unit’s activities. “With more than 180 soldiers in the 299th, I can provide more than enough names for people to send boxes or letters,” he said. Dunn strongly encourages sending cards and letters addressed directly to a person. “You don’t know what it means not to get mail during mailcall. Something so simple can really lift the morale of those soldiers,” he said. “I know.”

Dunn would like more county offices to build care packages. Items don’t necessarily have to be for a specific person. The packages are often shared with other members of the units. Both male and female items are useful. This is a great holiday project but one that transcends the holidays. Dunn also hopes that the project will continue to grow throughout the year.

If you would like more information on Project We Care or how to “adopt” a soldier, contact Bill Dunn at the James Lee Community Center, 703-324-5557, TTY 711. It’s a way we can support our troops. ■

Here is a list of items that are useful in a care package. Dunn can provide more ideas.

- ♦ Baby wipes (that’s right)
- ♦ Small can food items
- ♦ Powder Gatorade packs
- ♦ Wash clothes
- ♦ Trial size toiletries
- ♦ Flea collars (and fleas)
- ♦ Foot powder
- ♦ Disinfecting wipes
- ♦ Games
- ♦ Batteries
- ♦ Writing pads, pens
- ♦ Liquid soap
- ♦ Hard candy
- ♦ Books, magazines
- ♦ Crossword puzzles
- ♦ Cards and letters

Larry Mackereth and daughter, Laurel, who was the youngest runner entered, carry the flag in part of the race while another county employee runs behind them in a wedding dress!
- photo by Ray DeFrees.

The Marine Corps Marathon is important to marines and runners crazy enough to enter this thing! It’s a distance of 26.2 miles, set in 1908 by the Queen of England (no, she didn’t run a marathon but wanted to watch it from her castle window. Thanks, Queen!). The beautiful fall weather of 75 degrees we had on Oct. 31, was great for spectators but brutal for runners.

employee and three school employees submitted their names, though there probably are others. This race saw Larry Mackereth (DTA) run with his 14-year old daughter (photograph) who was the youngest in the race. DeeDee McCall (FCPA) offered professional massages to hurting runners. Another county employee (pictured at the far left) ran in a wedding dress and black wig. “I got several proposals of marriage,” he said.

Congratulations to the following who preserved and completed their marathon: Jeff McCaslin (ADS), Tammy Lawson (DFS/SS), Tom Nelson (DPWES), Jim Callahan (GIS/Mapping), Cindy Crisler (GIS/Mapping), Brendan Ford (GIS/Mapping), Adam Kelly (GIS/Mapping), Clay Fortney (DTA), Larry Mackereth (DTA), David Cook (Police), Jeanne Friberg (DFS/SS), Ray DeFrees (DTA retired), Susan DeFrees (FCPS), Kelly Ginieczki (FCPS), Erin Shea (FCPS), Mary Johlfs (MRS) Chicago, and John Nash, *Courier* editor. ■



Nov. 17 is GIS Day

Join the fun at this year's GIS Day Celebration. This is a global event during which GIS (Geographic Information Systems) users help others understand how GIS technology and geography makes a difference in our lives. Did you know over 700 Fairfax County employees within at least 30 different agencies use GIS? Come find out more at the celebration. Representatives from 13 agencies will be demonstrating how they use GIS to improve their business processes, products and services.

Be sure to cast your vote for the best GIS project. All of the projects submitted into this year's GIS Excellence Awards competition will be on display in the Map Gallery. Your votes will determine the People's Choice award. Don't forget to sign in at the registration table. There will be a drawing every hour for a GIS Day t-shirt or hat.

The Celebration will be held from 9 a.m. - 3 p.m. at the north end of the Fairfax County Government Center, 12000 Government Center Parkway, Fairfax.

At 1 p.m., come to room 120C to find who the winners of this year's GIS Excellence Awards are and congratulate them. Chairman

Gerald E. Connolly will commence the awards ceremony along with Dave Molchany, CIO, and Wanda Gibson, director of DIT. The GIS Excellence Awards recognize individual county employees, teams and departments who have demonstrated exceptional utilization of the county's GIS.

The GIS Exhibit Hall will include agency employees representing Fairfax County Economic Development Authority, Fire & Rescue, Park Authority, Planning & Zoning, Police, Transportation, as well as Public Works & Environmental Services including Land Development Services, Maintenance & Stormwater Management, Planning & Design, Stormwater Planning, Wastewater Management, and Urban Forestry.

GIS, a computer-based tool used to map and analyze features and events, combines the power of a database with the visualization capabilities offered by maps.

For the latest information on Fairfax County's GIS Day activities and the county's GIS, visit the Web page at www.fairfaxcounty.gov/maps/gisday.htm or call 703-324-4366, TTY 711. ■

Did you know that Fairfax County has:

- ♦ Current tax maps on the Web;
- ♦ 3 terabytes of GIS data;
- ♦ 400 data layers;
- ♦ Information on 250,000 buildings;
- ♦ Images of 4,000 miles of roads;
- ♦ Data on 11,000 subdivisions, 344,000 parcels and 360,000 addresses;
- ♦ Information on 3,000 miles of sanitary sewer;
- ♦ Great year 2003 aerial imagery.

Panel, from page 1

two panelists and a chair. Panelists are nominated by those involved in the process from the standing pool of volunteers. Chairs are assigned on rotating, on-call basis from a separate pool of volunteers.

County employees volunteering as a potential member of the panelist pool must meet certain criteria. Panelists must:

- ♦ be a merit county employee who has successfully completed their probationary period,
- ♦ possess good listening skills, sound judgment and the ability to remain dispassionately objective, and
- ♦ attend initial and on-going training on appeals, panel procedures and related issues.

Employees interested in volunteer service on the Pay for Performance appeals panels are encouraged to apply by Nov. 24. This is the

second new volunteer recruitment effort since the Pay for Performance system was implemented in 2000. To download an application form, please see the "News" section of the Infoweb home page for the link to the Pay for Performance Appeals Panel Application. If you have other questions or need a printed copy of the application form, please come by the ADR/Mediation and Appeals Office in Fairfax County Government Center, Suite 162, or contact Pat Baerwald at 703-324-3348, TTY 711, fax 703-324-7047.

Remember: fairness is one of the goals of the Pay for Performance system and you can be instrumental in helping to achieve it through your participation and objectivity of the appeals panel. Be a part of this important process. ■

Open enrollment for benefits closes Monday, Nov. 15

Monday is the deadline for making any changes to your benefits plans. If you haven't reviewed your benefit selections you need to do so as soon as possible before the Nov. 15 deadline, according to Benefits Manager Karen Diviney. "There are some important changes in the county's benefits programs that may require employees to make new choices," said Diviney, who reminded employees that information for open enrollment is available on the county Infoweb, mailed to each employee and provided in *Courier*.

Employees who need help logging on to the Benefit Web site should ask their agency payroll/personnel contact or e-mail hrbenefits@fairfaxcounty.gov. Employees who are unable to complete the online enrollment by Monday can fill out the enrollment worksheet included in the open enrollment packet, sign it and fax it to 703-802-8795 or deliver it in person to DHR, Suite 258, Government Center by close of business Nov. 15. Worksheets received after the Monday deadline cannot be processed and will be returned.

Benefits Summary Handbook is available on the Web at www.fairfaxcounty.gov/pers/forms/FxBenefits.pdf

Long Term Disability Salary Insurance New Contract for 2005

Employees enrolled in long term disability salary insurance (LTD) will notice a significant decrease in premiums in January and an increase in the maximum allowable monthly benefit from \$2,500 per month to \$3,000 per month or 60 percent of salary, whichever is less. More information will be provided in November, after the open enrollment for pre-tax benefits has ended. Employees can apply for LTD coverage at anytime since it is a post-tax deduction benefit. Employees who have passed their enrollment eligibility period must submit a medical evidence form for underwriting with the application. Coverage is subject to plan approval and is not guaranteed outside of the new employee eligibility period. Starting in January, new employees will have 60 days to enroll in LTD without medical evidence. However, the benefit effective date (first day of the month following the 90th day of employment) and the 90-day benefit waiting period remain unchanged.

Frequently asked benefit questions

The Oct. 29 *Courier* had some important questions and answers about benefits. Here are some others that may help you make your choices.

Q: When do the open enrollment changes take effect?

A: Changes that you make during open enrollment take effect Jan. 1, 2005.

Q: When will I get my new dental insurance cards?

A: Delta Dental will mail two new cards to enrolled subscribers in late December. If you need more than two cards, you can call 1-800-237-6060 after your cards arrive and request additional cards. If you change medical plans, those cards will also be mailed in December.

Q: I can't find my deferred compensation information or my long term care on the Benelogic Web site. Does this mean I don't have those benefits?

A: Individual information for deferred compensation, long term care and the Virginia Tuition Savings Program is not currently included in Benelogic. If you are having premiums deducted from your paycheck for these plans, you are enrolled. There is a link for additional information for each of these benefits, however, enrollment or changes must be done with paper forms.

Q: When is open enrollment for the Virginia College Tuition Program?

A: That open enrollment is now in progress through Jan. 31, 2005. The county

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will have a representative on site sometime in January – meeting times and locations will be announced in the *Courier* and NewsLink. For questions, call the Deferred Compensation Help Desk, 703-324-4995, TTY 703-222-7314.

Q: How can I confirm my online enrollment changes?

A: The best way to ensure that your open enrollment requests will be processed is to print the confirmation page from the online Web site.

Q: When I enroll in dental, there is no place to chose my network. How do I know what network I can use?

A: When you enroll in Delta Dental, you may use either network or the out-of-network benefit whenever you receive services. If your dentist participates in both networks, be sure to ask to have your claims processed under the preferred network, where you receive the highest level of benefits.

Q: How will Delta Dental pay for orthodontia claims for individuals who are currently receiving orthodontia benefits and enroll in the new Delta Dental plan?

A: If you are enrolled in the Dominion PPO plan, notify your orthodontist that your insurance carrier is changing and an initial claim needs to be filed with Delta Dental. Delta Dental will calculate the amount the plan would normally pay based on the number of

months remaining in the treatment program. The payments will be subject to the \$2,000 lifetime maximum. You or your dependents must be under age 23 to be eligible for an orthodontia benefit through Delta Dental.

If you are enrolled in one of the DHMO plans (DBP, Dominion or Cigna), notify your orthodontist that your insurance carrier is changing and an initial claim needs to be filed with Delta Dental. Ask your orthodontist if their fees will remain the same as they were under your prior plan. Contact Delta Dental's member services at 1-800-237-6060 for assistance in determining your ortho benefit once you have this information. A sample calculation for the ortho benefit is included in your open enrollment materials.

Q: What happens if I miss open enrollment and don't make any changes to my benefits?

A: If you do nothing during open enrollment and you are enrolled in a flex plan for 2004, you will not have that plan in 2005. Also, if you do not enroll in dental insurance during open enrollment, you will not have that benefit in 2005. Life insurance and health insurance will not be affected if you do nothing to change them. LTD, long term care and deferred compensation can be changed anytime throughout the year by completing forms for whatever action you are requesting. Please see the online benefit handbook for rules regarding changes to those plans. ■

Detailed information on your benefits can be seen online at <http://infoweb/hr/benefits>

2005 Flexible Spending Accounts

Open enrollment for the flexible spending account (FSA) programs (medical spending and dependent care) is Oct. 15 – Nov. 15, 2004. Employees must make a new election and enroll each year. FSA benefit elections are only in effect for one plan year.

Employees will enroll online again this year; however, they will use the county's Benelogic Web site at www.fairfaxcountybenefits.benelogic.com for flex plan enrollments as well as for any other open enrollment changes or elections. This Web site is new for Fairfax County this year.

A tri-fold flyer with step by step information on using the Benelogic online enrollment Web site system is included in your open enrollment mailing.

The flex plan enrollment kit, with information on both the medical savings account and the dependent care account, is included as a separate packet in your open enrollment mailing. If you have questions that are not answered in your open enrollment materials, please call Mary Hoffman at 703-324-4915, TTY 703-222-7314.

Enroll online: www.fairfaxcountybenefits.benelogic.com

When others go phishing, don't take the bait!

Phishing is a term used for a type of e-mail scam. Phishing and other fraud e-mails are spam messages designed to obtain personal information such as social security, banking account or credit card numbers. Common examples of phishing that county employees may be familiar with are the recent CitiBank, SunTrust, Citizens Bank, Smith Barney or PayPal e-mails. Other common phishing e-mail scams include the Nigerian scam (and all of its copycat versions), the European Lottery and the Refugee Camp scam, all of which attempt to gain bank account numbers.

Phishing e-mails are very realistic looking, even including graphics and logos from the companies, and tell recipients they must verify their banking or credit card account information or to provide personal information such as social security number, mother's maiden name and home address. With this information, identity and monetary theft takes place.

According to the SANS Institute, a leading technology research organization, phishing attacks have doubled every month. Recent research reports that one in twenty people are fooled by these types of attacks, which is why the thieves keep at it. Also on the rise is graphical spam. Spammers send a picture of the offer instead of the text of the offer, so

that Internet Service Providers and mail filtering systems are unable to stop the messages even if the message contains offensive language.

Here are some tips to be safe:

- ♦ Don't open e-mail attachments from anyone unless you know the sender AND you are expecting the attachment.
 - ♦ Don't click on links in e-mails or web sites unless you can guarantee the e-mail came from someone who is not trying to fool you and that the Web site is actually the site you think it is. (Be alert to URLs and redirects.)
 - ♦ Don't disclose private information unless you initiated the need to do so. Consider using other means to disclose private information.
 - ♦ Don't disclose private information unless the site is protected with a secure protocol (look for the "s" in the URL, example: <https://mail.fairfaxcounty.gov>).
- By being cautious when handling unexpected e-mails, you are protecting your own information, and also helping to protect Fairfax County information and systems. More information is available on phishing via the Infoweb at <http://infoweb/DIT/ISO/Education/Phishing.htm>. ■

- Jennifer Penner, DIT

Holiday Food Drive: Nov. 22 - Dec. 9

Cans do...and boxes, too

The Department of Human Resources again will sponsor the county's annual Holiday Food Drive. The drive begins on Nov. 22 and continues through Thursday morning, Dec. 9. All contributions will be donated to a non-profit organization which collects and distributes food to Northern Virginia families in need. In addition to non-perishable food items, donations may also include household cleaning supplies and personal hygiene items (toothpaste, soap, shampoo and toilet paper). All donations are welcome and appreciated.

Here's where the collection boxes will be located in the Government Center: cafeteria, the Department of Human Resources reception area (Suite 258) and application center (Suite 170). If these collection sites are not located near your work site, please consider setting up a collection box in your work area and delivering all donations to the Department of Human Resources (Suite 258) by close of business on Dec. 9. Agencies in other buildings are encouraged to participate in this worthwhile project. Sorry - DHR staff is unable to pick up donations from other work locations. Contact Traci Vaughn, DHR, at 703-324-3317, TTY 703-222-7314, if you have any questions.

Briefs**Call For Entries for the Fifth Annual Gifts from the HeArt Exhibition**

Local artists are invited to enter their works in The Jo Ann Rose Gallery's Fifth Annual Gifts From the HeArt exhibition. Artists donate a portion of their sales to a worthy cause, Reston Interfaith. The show will run from Dec. 6 – Jan. 3, and open with a free, public reception on Dec. 12, from 2 - 4 p.m.

For an entry form or further information, please contact Cheri Danaher at 703-390-6175, TTY 711 at the Reston Community Center, 1609 Washington Plaza in Reston.

Calendar Girls

The Totally Eccentric Adventurous Red Hatters of Vienna, comprised of women over the age of 50, has produced their first ever calendar as inspired by the hit movie, "Calendar Girls." The calendar features members of the group clad in plumes, hats, boas, aprons, and flags in their signature colors of purple and red (or pink and lavender for those under the age of 50). Proceeds from the calendar will be donated to the Advisory Board of the Northwest Center for Community Mental Health to support both Homeless Outreach Services and the Women's Shelter.

Calendars can be purchased at the Government Center on Nov. 12, or by mail by sending a check or money order made payable to T.E.A./Calendar for \$13 each, or \$25 for two, plus \$2.50 for shipping and handling, to: T.E.A. Calendar, c/o Patricia Peacock, 905 Shady Drive, S.E., Vienna, VA 22180.

Easy Recycling

Recycle your computers, bicycles, cell phones and eye glasses at the community recycling road show

tomorrow, Nov. 13, from 10 a.m. to 4 p.m. at Herndon High School, 700 Bennett Street, Herndon. All material collected for recycling also benefits local community organizations. Various nonprofit organizations, such as ServiceSource (computer equipment), Pedals for Progress (bicycles), Fairfax Opportunities, Alternatives and Resources (OAR) (cell phones) and the Reston Lion's Club (eye glasses), recycle the contributed items. There is a \$10 requested donation for computer monitor and bicycle donations. All donations are tax deductible. There will also be a paper shredder on site to shred personal documents. For more information or reasonable ADA accommodations, contact Meredith Eisenberg at 703-324-5313, TTY 711.

Online classifieds
<https://infoweb.fairfaxcounty.gov/classifieds>

Domestic Violence Handbook Available Online

For the first time, the Domestic Violence Handbook is available online. The handbook is available in English, Arabic, Farsi, Korean, Spanish, Urdu and Vietnamese.

Authored by the Fairfax County Network Against Family Abuse, the handbook is a comprehensive guide on how to seek assistance from public and private human services agencies, the police and the courts. The county's Department of Systems Management for Human Services partnered with NAFA, a coalition of nonprofit organizations and county agencies, to post online this handbook.

Visit www.fairfaxcounty.gov/service/dsm/dviolence/dviolencehbook.htm to download and print a copy of the Domestic Violence Handbook as a

PDF file. Contact Seema Zeya at 703-324-7472, TTY 703-324-5628 for more information or questions.

Take A Bow for Nice Awards

Both Fairfax County's Comprehensive Annual Financial Report and the annual budget have been recognized by the Government Finance Officers Association for excellence in financial reporting and budgeting with a Certificate of Achievement for Excellence in Financial Reporting. The International City/County Management Association gave the county its highest award, the Certificate of Distinction for efforts in performance measurement. The county also was a co-winner for the City and County Performance Management Award presented by The Performance Institute. Congratulations to the Department of Management and Budget.

Government Center Cafeteria

Guest Services Inc. is the successful offerer in the recent solicitation for the Government Center Food Service contract. New food stations and additional dining selections will be implemented under the new contract. There will be a minimal price increase on some items. The new contract was effective Nov. 1.

Frank Dauphin, the current Guest Services manager, will remain in that position. He has done an outstanding job with the previous Guest Service contract and the county is pleased to have him continue in that capacity. He recently won an Excellence Award in a Guest Services contest where he competed with other cafeteria managers. Check out his award in the Government Center cafeteria. For additional information or questions on food service, please contact Elyce Rollins in FMD at 703-324-3272, TTY 703-222-5494. ■

P 2 P 3

Mark your calendar for Thursday, Nov. 18, for the third annual Procurement to Payment Forum (P2P) sponsored by the Department of Finance, and the Department of Purchasing and Supply Management. It will be held in the conference area of the Government Center, beginning at 8:30 a.m. After-noon sessions begin at 1 p.m.

The agenda includes guest speaker Denise Jay from Bank of America providing important banking updates on Check 21 and fraud identification. Break-out sessions will include:

- ♦ accounts payable practices,
- ♦ contract administration,
- ♦ fraud identification,
- ♦ approval processing,
- ♦ credit card payments, and
- ♦ the new travel policy.

Join us for vendor exhibits, door prizes, refreshments and opportunities to enhance your purchasing to payment knowledge.

Bring your brownbag lunch to Conference Room 120C where, from noon to 1 p.m., Cathy Muse, director, DPSM, and Bob Mears, director, DOF, will answer your questions on topics related to their departments.

To register, contact your training coordinator. Please direct all other questions to George Hohmann, Department of Finance, at 703-324-3085, TTY 711. ■

Opening a Web link in a New Window

After an extensive search of the Internet, you locate a Web page loaded with numerous links to the information you sought. As you follow these links, you may lose your path back to your original Web page, requiring you to do another search in hope of finding that site again. Windows XP Internet Explorer 6 has a solution: you can hold down the SHIFT key while you click the link. Like magic, the Web page associated with the link will open in a new Internet Explorer window. When you complete your review or extraction of information, just close the window and you are back on your original Web page. You can open a number

Tech Tip #87

Department of Information Technology
Technical Infrastructure Division
Technical Support Center (#167)
Fairfax County Government Center
12000 Government Center Pkwy.
Fairfax, VA 22035
Tel: 703-222-3535, #1
Fax: 703-222-3396
TTY 711

of the link pages at the same time, making it easy to compare the information they contain. After you compare and review the Web pages, close the unwanted windows, leaving the Web page(s) with the desired information available.

Note: To close all the open windows in Internet Explorer at one time, right-click the Internet Explorer icon on the task bar and select "Close Group." ■

Combined campaign closes out for the year

The Fairfax County Combined Charitable Campaign is being closed out for the year. All contributions should be sent to the Department of Human Resources according to instructions provided in the packets. However, according to county coordinator, Margaret Savage,

DHR, those who were not able to meet the deadline can still send in their contributions, but please do so quickly. Many organizations who provide needed social services are dependent on the contributions from this annual campaign. Your effort can make a difference! ■



(photo by Brian Trompeter, Sun Gazette papers)

Vance Zavala was named the McLean Chamber of Commerce's Business Citizen of the Year at its annual Business Award Dinner on Sept. 23. Zavala, advisory council manager for the Office of Partnerships, is known for his commitment to the ideals of trusteeship and volunteerism. Pictured: Arnie Quirion, acting president of the Fairfax County Visitors Bureau (r) presents the award to Zavala.

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